





## **eAuthentication**

Forgotten Password Guide

**Customer Accounts** 

December 2016

# Self-Service "I Forgot my Password"

USDA eAuthentication customer account holders can reset their forgotten passwords at any time without helpdesk assistance by using the self-service "I forgot my User ID | Password" feature.

Please follow the steps provided in this guide to reset your forgotten Customer account password.



# **Steps for Resetting Your Password**

- Access Self-Service for "I forgot my User ID | Password"
- 2. Enter your information for Self-Service
- 3. Create a new password
- 4. Contact the helpdesk if assistance is required



## **Access Self Service**

- Go to <a href="https://www.eauth.usda.gov">https://www.eauth.usda.gov</a>
- Click on Update your account



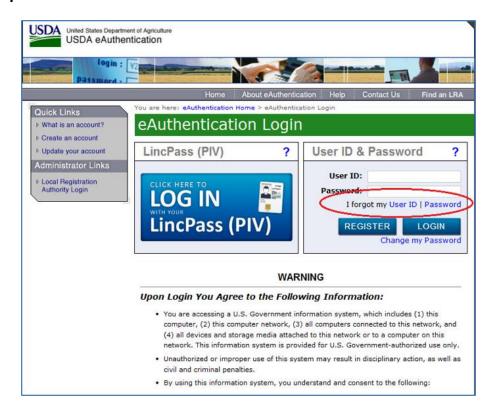
Currently USDA eAuthentication does not have the mechanism to issue accounts to businesses, corporations or other entities.

To apply for a USDA eAuthentication Account, please visit the Create an Account Page.



# **Access Self Service (continued)**

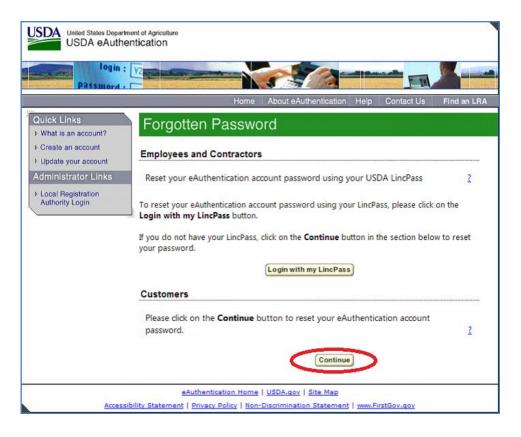
- Review the "Warning" message
- Click on the word "password" in the link titled "I forgot my User ID | Password"





# **Access Self Service (continued)**

 As a customer of the USDA, please press the Continue button to proceed with a password reset





## **Enter Your Information**

Enter your User ID and click the OK button





# **Enter Your Information (continued)**

- You will be prompted to answer 3 of your security questions
  - Security questions are a set of questions and answers you provided when you first registered for your account
- Please provide the correct answer and press the OK button

USDA United States Department of Agriculture USDA eAuthentication					
	Forgotten Password Reset: Please enter the following to verify your identity				
	User ID	B.Helpdesktestacct00			
	First Name	Jim			
	•Last Name	Helpdesktest			
	Security Question:	What is the name of your first pet?			
	•Answer:				
		OK Cancel			



## **Create a New Password**

- You will now be prompted to create a new password. The password must meet the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - one or more of the following special characters

```
! # $ % = + : ; , ? ~ * -
```



# **Create a New Password (continued)**

#### Password Restrictions include:

- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

Note: Your password will expire periodically, according to USDA policy.



# **Create a New Password (continued)**

Once you have input a password that meets the requirements, press the **Submit** button in the bottom right corner.

USDA United States Depa USDA eAuth	rtment of Agriculture nentication		
Forgotten Pas • = Required	sword Reset		
User ID	TestUser1		
First Name	Test		
Last Name	User		
Email	testu@email.com		
•Password	Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:  • uppercase letter • lowercase letter • a number • dictionary words may not be used in passwords • the previous 24 passwords may not be re-used • one or more of the following special characters  ! - # \$ % = +:;,? ~ *		
Confirm Password			
			Submit Cancel



# **Create a New Password (continued)**

 Press the **OK** button on the task pending screen. Your password has now been reset



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# **Contact the Helpdesk**

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- <u>eAuthHelpDesk@ftc.usda.gov</u>

